GOVERNMENT OF INDIA
FINANCE
LOK SABHA

UNSTARRED QUESTION NO:2831
ANSWERED ON:17.12.2008
OUTSOURCING OF ATMs
Botcha Lakshmi Smt. Jhansi

Will the Minister of FINANCE be pleased to state:

(a) whether the State Bank of India is contemplating to outsource ATMs to external agencies;

(b) if so, the details thereof and the reasons therefor;

(c) whether the sites for these ATMs have been identified; and

(d) if so, the details thereof?

Answer

MINISTER OF STATE IN THE MINISTRY OF FINANCE (SHRI PAWAN KUMAR BANSAL)

(a) : Yes Sir.

(b) to (d) : The State Bank of India has reported that 500 ATMs are expected to be hired under this model on a pilot basis

(i) to reduce capital expenditure in setting up ATMs;

(ii) to improve availability of ATMs to customers and

(iii) to improve the quality of customer service.

The process of site identification has begun.